

# Omnik Warranty Terms and Conditions

## Standard warranty:

The standard warranty period for Omnik Inverter is 10 years.

## Extension of warranty period:

Up to 12 months following the installation date or 15 months from the date of shipment (whichever date comes first) from Omnik factory, the purchaser may apply for a warranty extension by providing the serial number of the unit. Omnik may reject the application received which does not meet the date requirement. Extension warranty can be purchased for 15, 20 or 25 years. For more details please refer to the Warranty Extension Order Form.

Once the purchase of the warranty extension has been processed, Omnik will send the warranty extension certificate to the customer confirming the extended warranty period.

## Warranty claim procedure:

Please report defective device with a brief error description and SN code to our service hotline for registration. Alternatively, please contact your specific dealer or installer if your unit is defective or faulty.

To make a claim under the warranty terms of Omnik, you will need to supply us with the following information and documentation regarding the faulty inverter:

- Product SN code.
- Copy of the invoice and warranty extension certificate(if applicable) for the inverter.
- Copy of the installation receipt with installation date.
- Error message on LCD screen (if available) and additional information regarding the fault/error.
- Detailed information about the entire system (modules, wiring, etc.)
- Documentation of previous claims/exchanges (if applicable).

If a device fails while it is under Omnik Factory Warranty, it will be Repaired by Omnik, or Repaired on-site, or Exchanged with a replacement device of equivalent value according to model.

In the latter case, the remainder of the warranty entitlement will be transferred to the replacement device. In this event, you will not receive a new certificate, as this replacement will be noted by Omnik. If the unit needs to be replaced following assessment, Omnik will send a replacement unit immediately. The defective inverter should be sent back to the closest Omnik office by packing in its original package if possible or other comparable packaging

## Exclusion of warranty claims:

To provide better service to Omnik's End Users, all Omnik authorized Dealers or Distributors are requested to respond to End Users' warranty claim. Omnik will replace any products or parts of the product during the Warranty Period proved to be defective in design or manufacture. Any defect caused by the following circumstances will not be covered by the manufacturer's warranty (the Dealers or Distributors are responsible and authorized by Omnik for the following investigation):

--Product modified, design changed or parts replaced not approved by Omnik;

--Changes, or attempted repairs and erasing of series number or seals by non Omnik technician;

--Incorrect installation or commissioning;

--Failure to comply with the local safety regulations (in Germany VDE standards for example.);

--The Product has been improperly stored and damaged while being stored by the Dealer or the end user;

--Transport damage (including painting scratch caused by movement inside packaging during shipping). A claim should be made directly to shipping company/insurance company as soon as the container/packaging is unloaded and such damage is identified;

--Failure to follow any/all of the user manual, the installation guide and the maintenance regulations;

--Improper use or misuse of the device;

--Insufficient ventilation of the device;

--The maintenance procedures relating to the product have not been followed to an acceptable standard;

--Force majeure (violent or stormy weather, lightning, overvoltage, fire etc.).

## Service after warranty expiration

For products which are out of warranty, Omnik charges an on-site service fee, parts, labor cost and logistic fee to end-user which can be any/all of:

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1. On-site attendance fee: Cost of travel and time for the technician in attending on-site.
2. Parts: Cost of replacement parts (including any shipping/admin fee that may apply).
3. Labor: Labor time fee charged for the technician, who is repairing, maintaining, installing (hardware or software) and debugging the faulty product.
4. Logistic fee: Cost of delivery and other derived expense when defective products are sent from user to Omnik or/and repaired products are sent from Omnik to user.